



## **COVID-19 Procedures – 03 August 2020**

1. Please arrive no more than 5 minutes before your allotted visiting time – When you arrive please park in the Car Park and make your way to the entrance alongside the Glasshouse.
2. There will be a queuing system at this entrance by the Hungarian iron Gates with markings on the ground helping everyone keep their distance alongside the Yew hedge. This is the only entrance and you will not be able to exit through here.
3. Customer numbers will be closely monitored to ensure everyone has the space to freely move around and it will be controlled by a member of our team on the gate who will greet you and remind you of the measures we have in place to ensure a safe and smooth operation.
4. The Garden Kitchen will remain closed until further notice however the disabled toilet facilities are available, please ask a member of staff, please ensure that you wipe down and sanitise after use.
5. There will be a trolley wiping/hand sanitizing station inside the gate along with a hand washing sink in 'The Glasshouse' where you can wash your hands with soap and warm water and we will also be regularly wiping the trolleys and baskets with sanitising sprays
6. 'The Glasshouse' will have all its doors and vents open for your comfort encouraging good airflow whilst you browse our range of beautiful houseplants and other products to tempt you. Face masks must be worn in the Glasshouse.
7. There will be staff on hand to help answer queries but please remember to maintain the 2m social distance rules, there will be several notices and reminders placed around the nursery
8. Our till point will be repositioned outside the Glasshouse under the Oak Porch to prevent queues inside and keep it in the fresh air, all doors will remain open so to avoid the touching of handles around the nursery
9. There will be a queuing system inside 'The Glasshouse' leading towards the till which will be located under the oak porch.
10. It will be card payments only so no cash transactions to reduce the risk of cross contamination and there will be a separation of 2m maintained at the till
11. There will be wipes and sanitising spray to keep the scanner and credit card machine clean and we will be requesting you use these

We look forward to welcoming you and hope you enjoy your visit.

Best Wishes,

John, Kate, Rose & all at Holden Clough Nurseries